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Looking for a Job?

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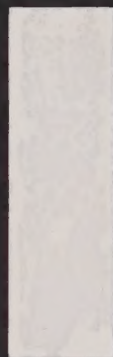


**A
Guide
for
Youth**

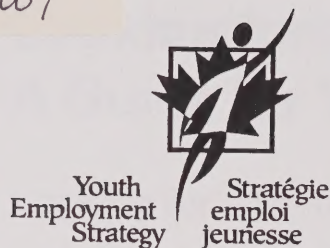
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Looking for a Job?

**A
Guide
for
Youth**



Canada

Y-140-03-00E

For additional copies, please call the Youth Info Line at 1 800 935-5555 or write to:

Public Enquiries Centre
Human Resources Development Canada
140 Promenade du Portage
Hull, Quebec
K1A 0J9

Fax: (819) 953-7260

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Looking for a Job? A Guide for Youth

Looking for a Summer or Part-Time Job?

Interested in Building Your Job-Search Skills?

This Booklet Can Help!

There's more to job hunting than just checking newspaper want ads, dropping off resumés and filling out application forms. Nowadays, finding a job means tapping into hidden job markets. It also involves contacting and meeting with prospective employers, and being able to convince them that you are the best candidate for the job — even if you've never had a job before.

This booklet can help you improve your job-search skills and develop a step-by-step plan for landing a job. It shows you where to start, how to market yourself and what's out there in the world of work. It gives helpful hints on preparing for interviews, making the right impression during interviews and keeping the ball rolling afterwards. And it shows you where to get even more information and guidance — at whatever stage of the job-search process you're at.

Finding employment in today's job market can be difficult. Having confidence in yourself and your skills as well as a good plan can set you apart from the competition.



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Where to Start

Unless you've already got one, the first thing you need to do is get your Social Insurance Number (SIN). Next, you need to work out what your skills, interests, motivations and values are in relation to employment. The first task is a technicality; the second is key to getting the job that's right for you!

Applying for Your SIN Card

Your SIN card is an important piece of identification, whether you're applying for a job or enrolling at a college or a university.

You can apply for the card at your local Human Resources Development Canada (HRDC) office. There is no charge. To find the address of the office nearest you, look under "Human Resources Development Canada" in the Government of Canada blue pages of your telephone book.

To apply for a SIN, all you need is to complete an application form available in any HRDC office and provide a document that proves your identity and status in Canada (such as a birth certificate). Make sure the document is either an original or a certified copy. If the name on that document differs from the one you use now, be sure to provide a supporting document that explains why.

If necessary, you can also mail your application to the following address:

Social Insurance Registration
PO Box 7000
Bathurst, NB E2A 4T1

Your documents will be returned, along with your SIN card, by mail within six weeks. If you have any questions, visit the SIN Web site at **www.hrdc-drhc.gc.ca/sin**

Figuring Out What Your Interests and Skills Are

What do you like to do? What are you good at? Which of your skills would you like to use in your job?

Knowing the answers to these questions will make it easier for you to define your career goals and look for jobs that help you meet them. It will also help you market yourself to potential employers — if you can't describe the skills you have and how they relate to the job at hand, you can pretty well bet that employers won't try to work it out for you.

Where Do Your Interests Lie?

Check out the activities below for ideas about what type of work you'd prefer to do. Don't limit yourself to one area — it's natural to be interested in a variety of things.

Working with People

- Caring for, helping or serving people
- Working as a member of a team
- Leading or supervising others
- Persuading people or negotiating

Working with Things

- Using tools, machines or equipment
- Maintaining or fixing things
- Finding out how things work
- Making things with your hands

Working with Ideas and Information

- Solving puzzles or problems
- Studying or reading
- Doing experiments or researching a topic
- Expressing yourself through writing, music or art

Did You Know?

... Canadian workers change jobs or careers up to eight times in their lives.

What Skills Do You Have?

We all have knowledge and skills we can take to the workplace. Even if you've never had a job, you've gained a variety of marketable skills through everyday living. Think about everything you've learned at school — through courses and extracurricular activities — or in your personal life — through television, volunteering, babysitting, books, hobbies, etc. — that might be useful in the kinds of jobs you're interested in.

Think in terms of two main types of skills: technical or specialized skills (like computer or math skills) and transferable, personal skills, sometimes called “soft skills” (like communication or teamwork skills). Employers often feel that soft skills are as

important as technical skills, so it's worth taking the time to really think this through. (Take a look at Understanding What Employers Look For before finalizing this list.)

My technical or specialized skills are _____

My personal, soft skills include _____

Understanding What Employers Look For

When you're sitting at the interview table eye-to-eye with the interviewer, one of the questions that might come your way may well be "What do you think you can offer the company?" In other words, "We can offer you a job; what can you offer us?" This is your chance to market yourself. Whether or not you know it, you have a variety of qualities you can sell.

Keep in mind the skills and personal attributes that are most valued by employers. The Conference Board of Canada has developed the following Employability Skills Profile.

Academic Skills

Canadian employers need a person who can:

Communicate

- Understand and speak the language in which the business is conducted
- Listen to, understand and learn
- Read, comprehend and use written materials, including graphs, charts and displays
- Write effectively in the language in which the business is conducted

Think

- Think critically and act logically to evaluate situations, solve problems and make decisions
- Understand and solve problems involving mathematics and use the results
- Use technology, instruments, tools and information systems effectively
- Access and apply specialized knowledge from various fields (e.g., skilled trades, technology, physical sciences, arts and social sciences)

Learn

- Continue to learn for life

Personal Management Skills

Canadian employers need a person who can demonstrate:

Positive Attitudes and Behaviours

- Self-esteem and confidence
- Honesty, integrity and personal ethics

- A positive attitude toward learning, growth and personal health
- Initiative, energy and persistence to get the job done

Responsibility

- The ability to set goals and priorities in work and personal life
- The ability to plan and manage time, money and other resources to achieve goals
- Accountability for actions taken

Adaptability

- A positive attitude toward change
- Recognition of and respect for people's diversity and individual differences
- The ability to identify and suggest new ideas to get the job done creatively

Teamwork Skills

Canadian employers need a person who can:

Work with Others

- Understand and contribute to the organization's goals
- Understand and work within the culture of the group
- Plan and make decisions with others and support the outcomes
- Respect the thoughts and opinions of others in the group
- Exercise "give and take" to achieve group results
- Seek a team approach as appropriate
- Lead when appropriate, mobilizing the group for high performance

Creating Your Personal Skills Inventory

Compare the qualities employers look for with the skills you listed earlier. Think about how your abilities and personal characteristics translate into skills and attributes you can market to potential employers. Consider the following examples:

Following are descriptions of skills and how to describe these skills to an employer.

Academic Skills

If you...

like people, are quick-witted and a natural at telling jokes

I communicate well. I am sociable and enjoy working with people.

have good study habits

I have good concentration and always come prepared.

have ever pulled an “all-nighter” to get an assignment in on time

I work well under pressure and always get the job done.

Personal Management Skills

If you...

keep your promises and do what you say you will do

I am reliable and take commitment seriously.

practise every day at your favorite sport so you can make the school team

I am persistent, determined, motivated and goal-oriented.

always keep your room neat and never lose anything

I am orderly and methodical. I have strong organizational skills.

like trying new things

I adapt easily to new situations.

Teamwork Skills

If you...

like playing team sports and planning great plays

I work well as a team member and can take a leadership role when appropriate.

don't panic in tough situations when those around you do

I handle stress well and enjoy looking for solutions.

You'll find that having an inventory of your marketable skills will come in handy — whether you're fine-tuning your resumé, preparing a cover letter for that dream job, demonstrating to an interviewer that you have the right stuff for the job or simply following up on previous contacts you've made. You may also end up being surprised at how many transferable skills you really have!

Keep in mind...

If you have a certain career goal in mind, look for jobs that will develop the skills you will need in that career. If you can't find a paying job that relates to your career goal, try volunteering in your spare time.

Preparing Your Marketing Tools

Your resumé and cover letter are your own personal marketing tools. They should make you stand out from the crowd so that the employer will want to invite you in for an interview. While you may spend hours writing and refining your resumé and cover letter, the employer will only take a minute from his or her busy schedule to look at them. With this in mind, ask yourself how you can best get your message across to each potential employer.

Developing Your Resumé

Resumés usually contain the following elements: contact information, career objective, skills and/or accomplishments, work experience, education, and a statement about references. While there are many formats you can use, the functional resumé format — which focuses on skills and accomplishments rather than on work history — is most appropriate for people with limited work experience.

Even if you don't have any work experience, you can sell yourself by highlighting some of the skills and attributes you identified in your personal skills profile. (See the sample resumé following for ideas on how to do this.)

If you're not sure how to write a resumé, or just want feedback, the staff at your local HRDC office or HRDC Office for Students can help you. You can talk to staff individually or attend a group information session, where you and other job seekers can learn

more about writing a resumé. There are many other helpful resources — including Web sites like www.canadiancareers.com.

Resumé Tips

- Make sure it's neat, uncluttered and easy to read.
- Use quality paper — white is best.
- Keep it short — one or two pages maximum.
- Use dynamic words — like organized, completed, designed — to describe your skills and experience.
- Ensure that the most important information stands out and is positioned near the top of the page.
- Customize your resumé to suit the specific job you're applying for.
- Have others check it for spelling or grammatical errors.

Jane Dough
68 Pine Street
Cooksville, ON P7A 5X3
(919) 555-1234

Performance-oriented high school student, with an excellent reputation as a responsible and hard-working achiever, seeking a retail position in the fashion industry.

Skills and Attributes

- People-oriented
- Motivated
- Committed
- Strong communication and teamwork skills
- Honest
- Reliable
- Organized
- Methodical
- Creative problem-solver

Work/Volunteer Experience

1999-2000 **Cooksville Soccer Association** (Assistant Coach)

- Instructed and supervised junior team
- Performed administrative tasks for coach as required

1997-2000 Carried out various odd jobs within the community

- Babysitting, dog walking, raking leaves, shovelling driveways

Education

Cooksville Senior High School, Grade 11

Extracurricular Activities

1999-2000 Editor of school newspaper The Cooksville Express

1998-2000 Active member of school soccer team

Hobbies and Interests

Fashion design, art, skiing and swimming

References available on request

Dynamic Words

Verbs That Work

Accomplished • Developed • Organized • Achieved • Directed • Participated • Completed • Established • Prepared • Communicated • Founded • Produced • Created • Instructed • Provided • Delivered • Managed • Repaired • Designed • Operated • Supervised

Writing Cover Letters

You need to attach a cover letter to every resumé you send out, whether you mail, e-mail, fax or personally deliver it. However, you're best not to send out the same cover letter to every employer. Customize each one to the company you're applying to and the job you're applying for. Yes, this means a little more work on your part. But think of it this way: the cover letter gives you a chance to point out exactly why you are perfect for this particular job.

Cover letters usually have three components:

- **1st Paragraph** — State your interest in the company and the job. Say how you found out about the opening or the company and why you are interested.
- **2nd Paragraph** — Use this paragraph to tell the employer what you have to offer the company by highlighting one or two qualifications you think would be of greatest interest. Point out any special training or experience you have. Refer the reader to your resumé for further details. Demonstrate that you know something about the company and/or the industry.
- **3rd Paragraph** — Close the letter by expressing your appreciation for the employer's time and asking him or her to contact you.

68 Pine Street
Cooksville, ON P7A 5X3

June 12, 2000

Ms. Holly Peters
Manager
Cool Threads Clothing Store
25 Main Street
Cooksville, ON A1B 2C3

Re: Application for sales clerk position

Dear Ms. Peters:

Your ad in the June 10 edition of The Cooksville News for a sales clerk greatly interested me, as this position is very much in line with my immediate career objective — fashion design and/or retail.

I really enjoy working with people and have developed excellent communication skills as editor of our school paper and assistant coach of a junior soccer team. This combined with the fact that I am a highly motivated and conscientious worker makes a customer service position at Cool Threads a perfect fit for me. A resumé detailing my skills and work experience is attached for your review.

I would appreciate an opportunity to meet with you to further discuss my qualifications. In the meantime, many thanks for your consideration, and I look forward to hearing from you soon.

Sincerely,

(sign your name)

Jane Dough

(919) 555-1234

Encl.

Providing References

References are your chance to get credit for things you've done in the past. A reference can be anyone other than a family member or close friend who knows about your work habits or your personality. An employer may want to call your references to find out more about you. Whether or not the employer plans to call, if you can't produce references on demand, the employer will figure that you can't find anyone who has anything nice to say about you. You probably won't even be considered for the job.

There's no need to list references on your resumé — you can just indicate that they are available on request. If someone is willing to provide you with a written reference, you might want to have a few copies handy.

Application forms often have a component that asks for references — usually in relation to a past job or to someone who already works for the company and can vouch for you.

Approaching References

Always talk to your references first, if possible, and get permission to give their names and telephone numbers to an employer. If they don't seem comfortable with this, take the hint and move on to someone else. (If they don't come across as enthusiastic to you, how will they seem to an employer?)

Who You Can Ask

- Someone from your school (teachers, guidance counsellors, coaches, administrators)

- People you've worked for (babysitting, shovelling snow, delivering papers)
- Someone you've helped (as a volunteer or just as a good Samaritan)
- Someone whose opinion is respected (band elder, minister, priest)

Remember to continue to keep your reference list current and relevant — adding the names of people you've recently worked for and deleting the names of people who have left or who may have forgotten about you over time.

Cover Letter Checklist

- Does your letter address a person, not a title? Did you call the company and ask for the exact name and title of the person — making sure you got the correct spelling?
- Did you use a natural writing style — professional but friendly — and avoid starting each sentence with “I”?
- Does your letter show that you know something about the company — who they are, what they do, what the job involves?
- Does your letter demonstrate energy and enthusiasm — without going overboard?
- Did you expand on your resumé rather than repeat its content?
- Did you sign your letter and give a number where you can be reached?
- Did you have others check your letter for spelling and grammatical errors?

Keep in mind...

Your cover letter and resumé should always be works-in-progress. Tailoring them to fit each situation and job will definitely help you stand out from the crowd.

What's Out There

Now that you know what skills you have to market to employers, you can target the businesses or organizations that you'd like to work for. You can also get help from different sources. The important thing is to have a solid sense of what's out there — both in terms of jobs and in terms of people and places that can help you.

Kinds of Jobs

There are five main areas in which young people with little or no work experience can often find jobs:

- Hospitality — hotel worker, restaurant worker, tour guide
- Office work — typist, receptionist, clerk
- Labour — construction worker, warehouse worker, gardener/landscaper
- Retail — grocery clerk, department store clerk, cashier
- Recreation — camp counsellor, special event worker, pool attendant, babysitter

Where to Look

Apply for jobs at places that interest you **even if they are not advertising a job**. Many jobs are never advertised, and even if employers aren't looking for someone at the time, they may keep you in mind for future openings.

So expand your job-search area and call businesses where you would like to work. Find out who is responsible for hiring — get their names and their job titles. This is called tapping into the hidden job market. Many of the places you call may not need anyone, but it won't hurt for you to go there and drop off a resumé. You could land a job by being at the right place at the right time and by making a good impression.

Be flexible and willing to take on casual work, any job that lasts five days or less, to gain experience while earning some money. Casual work can lead to full-time work or, at the very least, contacts who can steer you towards other opportunities.

Did You Know?

... 50% to 75% of good jobs come from friends — and friends of friends — by word of mouth.

Networking

Put some feelers out. Get in touch with people you know who are working at places you're interested in or are in a career that appeals to you. Let them know you're looking and see if they can help you — even if it's just giving you the names and phone numbers of people you can call.

You can also join professional associations and attend job fairs to make contacts as well as find out about potential job openings.

Volunteering

Volunteering is a great way to get meaningful work experience while learning new skills, meeting different people and contributing to your community.

Contact organizations that need volunteers. You can ask your local volunteer centre for possibilities or check out the Volunteer Canada Web site at **www.volunteer.ca/dev/vol_centres/index.html**. Try to find volunteer work that will add to your existing skill sets or help you explore different career possibilities.

Co-op Opportunities

Consider participating in the co-op program offered at your school. In addition to gaining practical work experience, you can get a feel for whether a career interest is worth pursuing. Who knows, your co-op venture may lead you to a career you never even considered!

Other Places to Look

- Try the **Electronic Labour Exchange** — a skills-matching system designed to help employers and workers connect on-line — at **www.ele-spe.org**
- Use the **Yellow Pages** to find out the names, addresses and telephone numbers of employers
- Explore **company Web sites** for job postings as well as information on preferred application procedures
- Look for job postings on **bulletin boards** in community centres, grocery stores and libraries
- Check the **classified ads** in community newspapers
- Take a look at the job boards located on **college and university campuses**

Who Can Help?

While you are responsible for your own job search, there are lots of people and places that can help:

- Visit your local **HRDC office** to find out what jobs are available in your area. Most HRDC offices have Job Information Centres that list openings on notice boards or in the automated **Job Bank**. HRDC offices also offer employment counselling to help job seekers identify job possibilities, set goals and learn job-search skills.
- Pay regular visits to your local **HRDC Office for Students** to find a summer job. These offices offer group information sessions on how to search for a job, create a resumé and prepare for job interviews. They also provide information on various federal and provincial job programs. Most are open from May to August — check the HRDC Web site (www.hrdc-drhc.gc.ca) to find out which are open year-round.
- Join local **newsgroups on the Internet** — some will e-mail job postings directly to you — and exchange information with other people who have the same career interests.
- Ask your local **librarian** where you can find lists of employers and other resources that can be of help to you.

Other Resources

HRDC and several other departments of the Government of Canada have programs to help you in your search. There are a lot of ways to get information on these programs. One good place to begin is **Youth Link**, a publication put out by HRDC as part of the Youth Employment Strategy. This is the best tool for

tapping into the Government of Canada's more than 250 programs and services related to youth employment.

Youth Link is easy to consult and will answer many of your questions. It has telephone numbers, mailing addresses, Web sites and e-mail addresses — just the kind of information you need to simplify your job search!

Pick up your free copy of **Youth Link** at the HRDC office nearest you. You can also call the Youth Info Line at **1 800 935-5555** to order a copy. (You might want to order the **Career Planning Information Kit** while you're at it.)

Also, if you have access to the Internet, visit the Youth Employment Strategy site at **www.youth.gc.ca/YES** (You can access **Youth Link** at this site as well.)

Applying for the Job

Once you've got a resumé and cover letter, and you know what your options are, you're ready to take the next step — actually going out and applying for the jobs you want.

The job application process doesn't end with responding to want ads and delivering your resumé to companies of interest. You may still have to keep the ball rolling by following up on previous contacts, filling out application forms and — if all goes well — going in for interviews.

Delivering Your Resumé

Even the way you deliver your resumé can affect an employer's reaction to your application. Here are some key things to keep in mind:

- Drop your resumé and cover letter off in person — unless the employer has specified otherwise — preferably to the person who does the hiring.
- Tell the employer who you are and what kind of work you want. Be ready for anything — even an on-the-spot interview. (Have your SIN card and list of references handy... and review the Tips for Successful Interviews section before leaving... just in case!)
- Fill out an application form, if you're asked to do so.
- Thank the employer and ask if you can call back in a few days.

If you don't hear back within a week, call to make sure they received your resumé — reminding them who you are and what

job you applied for. If they tell you that the job is filled or that no jobs are available, politely thank them for considering you and say that you will stay in touch with the company to learn about future job openings.

Filling Out Application Forms

When you apply for a job, you are often asked to complete an application form. Here are some tips to keep in mind:

- Read the entire document first and follow directions carefully.
- Print or write as neatly as possible.
- Be honest. Remember that you will have to sign your name to the information you provide.
- Include all paid and unpaid (e.g., volunteer) work.
- Answer every question. Write “N/A” (not applicable) if a question doesn’t apply to you.
- Complete areas that ask for “Additional Information”. This helps employers learn more about you.
- Attach your cover letter and resumé to your application form.

Did You Know?

... Small businesses generate about 90% of all new jobs in Canada.

Preparing for Job Interviews

If you do hear back from potential employers, they’ll probably ask you to come in for an interview. You’ll have only a short period of time to demonstrate that you are the person to hire.

If you're nervous, try practising for the interview. That way, you'll feel more confident and be better prepared to answer the interviewer's questions.

Here are a few tips to help you succeed in an interview:

- Learn as much as you can about the job and the company before you go for the interview.
- Think of some of the reasons why the employer would benefit from hiring you.
- Prepare questions that you think the employer might ask, then practise the answers with your friends or family.
- Market yourself. Don't exaggerate your abilities, but don't sell yourself short either.

Commonly Asked Questions Include...

- What can you tell me about yourself?
(Expand on the information in your resumé.)
- Why are you interested in this job?
(Know what the company does and explain your interest in doing it.)
- What are your strengths and weaknesses?
(Be honest about your good qualities — without bragging — and don't dwell on your bad habits.)
- What skills can you bring to the job?
(Market yourself! Think about the personal skills inventory you developed earlier.)
- Do you have any questions about the job?
(Think of some questions to ask to show that you're interested and have been paying attention.)

Don't be surprised if your interviewer takes notes during the interview. You should also bring a pen and paper so that you can take notes too.

Interview Checklist

Make sure you remember to bring:

- your SIN card, your address, postal code and telephone number
- the times you are available for work
- the names and telephone numbers of references
- extra copies of your resumé
- copies of your letters of reference
- a notepad and pen

Keep in Mind...

You never get a second chance to make a good first impression.

Applying for Jobs On-Line

Chances are you'll consider submitting or posting your resumé for computer audiences in one of three ways: you'll send it via e-mail or via electronic form (e-form), or you'll create a Web page. (It's not as hard as it sounds. You can find step-by-step instructions for doing this on-line.)

Today's employers often ask for resumé to be submitted by e-mail. Often, you can send it as a regular attachment (e.g., saved in Word, WordPerfect or other software). Sometimes employers will want you to submit resumé using ASCII text only.

If you have no idea what this means or how to send an electronic resumé, check out the Canadian Careers Web page on electronic resúms (www.canadiancareers.com/resandcl.html).

Tips for Successful Interviews

Interview dos

- Dress more formally than you would normally dress for the job.
- Introduce yourself. Don't wait for someone else to make the first move.
- Be ready to shake hands. Do it firmly.
- Show your energy and enthusiasm for the job.
- Listen closely to the interviewer.
- Make eye contact. (If you don't, you'll come across as either lacking confidence or having something to hide.)
- Answer all questions carefully and honestly. Take the time to think over your answer when you need to.
- Close the interview by restating your interest in the job and summarizing your good points.
- Arrange to call back in a few days.

Interview don'ts

- Don't be late. If you're going to be late, or if you can't make it to the interview, call the employer as soon as possible and explain why. Ask if you can arrange a new interview time.
- Don't come across as too shy or too aggressive.
- Don't answer questions with merely "yes" or "no" responses — elaborate... sell yourself by giving concrete examples.

- Don't say anything negative about other people or past employers.
- Don't lie or exaggerate your abilities.
- Don't be overly familiar with the interviewer.
- Don't chew gum, interrupt or use slang during the interview — even if the interviewer does.

Just before the interview, take deep breaths and relax your muscles. This will help you relax physically and mentally. Don't try too hard to impress the interviewer — just be yourself.

Keep in Mind...

If you get a job offer, don't be afraid to discuss the terms and conditions before accepting. Find out — or confirm — things like what you'll be doing, the hours you'll be working and whether there's an orientation procedure for new staff. If you have any concerns, don't hesitate to share them with someone whose opinion you respect before committing yourself.

After the Interview

Aside from breathing a sigh of relief, there are two things you should do right after your interview:

- Go over the details of the interview and consider what worked and what didn't. What would you say or do differently the next time you're in an interview?
- Write a thank-you letter to the interviewers thanking them for their time, restating your interest in the job and subtly reminding them of your qualifications.

The first task will help you make sure you learn from each interview experience. The second gives you yet another opportunity to sell yourself and make a good impression.

If You Don't Get the Job...

- Don't give up. Finding a job takes time. A person who knows how to conduct a job search will eventually be successful.
- Try not to feel depressed and dejected. Simply recognize that, although you're qualified, someone with more experience was chosen.
- Send a thank-you letter anyway. (The interviewer may think of you if another job opening comes up.)
- Go over your cover letter, resumé and interview techniques. See if there are areas where you can improve your presentation.
- Ask the employer how you could have done better.
- Keep a positive outlook. Discuss your job hunt with friends and family members who will provide support and encouragement. Keep in touch with people you know who are working and who may have job leads.
- Explore other options. Don't rule out volunteering or job shadowing as a means of connecting with the workplace. Consider hiring yourself — check out [Need More Info?](#) for information on student business loans.

Now That You Have the Job...

Keeping a job can be just as tricky as finding one. Additionally, there are a lot of things you'll need to know about taxes, benefits, employment insurance, etc.

Tips for on the Job

Getting a job is only the beginning. Once you have the job, you'll have to keep it. Your performance during the first few weeks is crucial in ensuring your continuing employment.

Remember to:

- Be on time. Telephone as soon as possible if you're going to be late or absent.
- Be cheerful and co-operative with co-workers, but don't spend a lot of time talking when you're supposed to be working.
- Learn the rules — like how many hours you're expected to work and when breaks are allowed.
- Be willing to learn new skills and to help out in emergencies.
- Ask questions about anything you're not sure of, but try to think things out for yourself whenever you can.

Other Stuff You Should Know

Employment Insurance

Once you're working, a portion of your earnings is deducted from your paycheque for Employment Insurance. (Under the Employment Insurance Act, your employer has an obligation to make these deductions.)

Employment Insurance is a key social program that contributes to the security of all Canadians. It provides temporary income to people who have lost their jobs and helps the unemployed get back to work.

To receive Employment Insurance benefits, you must:

- be unemployed
- have worked at least 420 to 700 hours in the last 52 weeks
- have paid into the Employment Insurance Program

Contact the Government of Canada's Employment Insurance office if you have any questions. You'll find the address and telephone number of your local office under "Human Resources Development Canada" in the Government of Canada pages of your telephone book. You can also visit the Employment Insurance Web page at www.hrdc-drhc.gc.ca/ei/common/home.shtml

Canada Pension Plan

Working Canadians over the age of 18 also pay into the Canada Pension Plan (CPP) [or the Quebec Pension Plan if you work in Quebec]. If you're an employee, you and your employer each

pay half of the contributions. Again, your portion is deducted directly from your paycheque. (If you're self-employed, you pay both portions.)

The CPP has been set up to provide eligible contributors with three different kinds of benefits:

- **Disability benefits** — income if you become disabled
- **Retirement pension** — income you receive from the Government of Canada as early as age 60
- **Survivor benefits** — income for your spouse and dependent children if you die

If you're a full-time student between the ages of 18 and 25, and one of your parents dies or starts receiving a CPP disability benefit, you can get benefits too.

If you aren't sure but think you might be entitled to CPP benefits, call the toll-free number **1 800 277-9914** and someone will be happy to assist you. If you have a hearing or speech impairment, and you use a TDD/TTY device, please call **1 800 255-4786**. You can also visit the CPP Web page at www.hrdc-drhc.gc.ca/isp/

Labour Standards

Labour standards are designed to protect both workers and employers. They cover such issues as minimum wage, minimum working age, hours of work and other working conditions, such as health and safety standards.

Never take for granted that your employer knows and meets all the labour standards. Ask questions, pay attention to health and

safety within your workplace and don't be afraid to speak up and make suggestions for changes. Who knows, you may end up preventing a serious accident!

The first thing you need to check out is whether you are covered by federal or provincial/territorial labour laws. Where you work and what you do determines which labour laws apply to you.

Generally speaking, if you work in any of the following sectors, you are covered by federal labour laws:

- Air, interprovincial rail, road and pipeline transportation
- Banking
- Broadcasting
- Grain industry
- Shipping and related services
- Telecommunications
- Federal public service (for Occupational Safety and Health)
- Federal Crown corporations

To get information on federal labour standards, visit HRDC's Labour Program Web site at **<http://labour.hrdc-drhc.gc.ca>** or call your local HRDC office or HRDC Office for Students.

If you work in any other type of industry, you probably come under provincial/territorial labour laws. In that case, you should contact your provincial/territorial labour department for information.

If you're not sure which of the two applies to you, contact your local HRDC office. You may also want to check out the Youth Resource Network of Canada Web site links to occupational descriptions and standards at **www.youth.gc.ca/infojobs/occdes_e.shtml**

Students and Taxes

Information for Working Students

Taxes... deductions, credits, payments, interest... it can all be very confusing. You can find practical information in the taxation guides published by the Canada Customs and Revenue Agency (CCRA) [formerly known as Revenue Canada] and in the brochure entitled Students and Income Tax. This brochure deals with several topics, including:

- Filing income tax returns
- Claiming or transferring education-related costs and tuition fees
- Applying for the goods and services tax/harmonized sales tax (GST/HST) credit
- Paying interest on student loans
- Claiming moving expenses

You can obtain these publications at the Tax Services offices of the CCRA. These publications are also available on the CCRA Web site at **www.ccra-adrc.gc.ca**

CCRA has a Web page specially for students at **www.ccra-adrc.gc.ca/tax/individuals/taxkit99/infofst-e.html**

You can also get information by calling toll-free **1 800 959-8281**.

Applying for the GST/HST Credit

You can apply to receive GST/HST credit cheques if you are paying income tax and you're:

- 19 years of age or older,
- married, or
- a parent.

These payments are issued four times a year: in January, April, July and October. If you have any questions, contact the CCRA toll-free information line at **1 800 959-8281**.

Canada Student Loans Program

The Canada Student Loans Program can help you finance your education. Whether you're studying part-time or full-time, you may be eligible for a loan.

The Government of Canada pays the interest on the loan while you are in school. If you've completed your studies and are having trouble repaying your loan, the Government of Canada has a number of options to make it easier, such as interest relief, debt reduction and tax credits on loan interest.

If you want more information, pick up a free copy of the booklet entitled Canada Student Loans Program at the HRDC office nearest you. You can also visit the web site at **www.hrdc-drhc.gc.ca/student_loans** or call the Canada Student Loans toll-free number at **1 888 432-7377**.

Need More Info?

Campus WorkLink

Campus WorkLink is a bilingual Internet service matching the skills of Canadian college and university students and recent graduates to the needs of employers. Job seekers can:

- make their standardized resumés available to a national employer audience
- apply to more than 20 youth employment programs on-line
- browse job postings
- research company and career information

www.campusworklink.com

1 800 930-9643 (toll-free)

WorkSearch

If you're trying to decide what kind of career might interest you, take a look at WorkSearch, an easy-to-use Internet site that's loaded with career and job-search information.

www.worksearch.gc.ca

Student Business Loans

If you have what it takes to be an entrepreneur, you can start your own business with the help of Student Business Loans. For details, call your local HRDC office or HRDC Office for Students. You can also call the Business Development Bank of Canada (BDC) toll-free at **1 800 463-6232** or visit the BDC Web site at **www.bdc.ca**

Job Futures

Developed by HRDC to help Canadians with their career decisions, this publication provides facts about occupational trends in today's labour market and predicts how labour market conditions — and job prospects — will change over the next few years.

The 1997-1998 version is only available in an electronic format (CD-ROM, Cat. No. MP43-181/1998-MRC) or via the Internet at **www.hrdc-drhc.gc.ca/JobFutures**

Top 100 Internet Sites for Employment and Learning

This guide helps people looking for work or wanting to redirect their careers to find valuable information about the labour market, job searches, resumé writing, interview preparation, and trades and occupations. Available on-line at **www.top100.com**

CanLearn Interactive

This new one-stop Web site provides more than 25 interactive tools to help you make the best choices for your future — including what and where to study, and how to cover the costs. Check out the Virtual Career Counselor for answers to your questions on education, training and careers.

www.canlearn.ca

Youth Info Fairs

Youth Info Fairs — held in towns and cities across the nation — are great places to find information on the variety of career-related programs and services offered by the Government of Canada. They also feature labour market information exhibits

and learning opportunities designed to help you explore your career options. Some Youth Info Fairs also offer workshops on job-search techniques and career planning.

To find out about Youth Info Fairs coming to your area, call the toll-free Youth Info Line at **1 800 935-5555** or visit the Youth Employment Strategy Web site at **www.youth.gc.ca/YES**

Canada Prospects 1999-2000

This booklet helps you pinpoint your interests and skills, and it gives you tips on the Canadian marketplace and on the hot jobs of the future. Check it out or order a copy at **www.careerccc.org**

Job Bank

Job Bank helps you search through lists of jobs available in communities across Canada. Updated daily, Job Bank is available through HRDC and provincial government offices as well as through libraries, shopping centres and the Internet.

<http://jb-ge.hrdc-drhc.gc.ca>

Great T.V. Shows

A number of television shows — including Career Café, Get a Life, Street Cents, and YAA! to the M@X — can offer valuable information on employment, starting your own business and the changing world of work. For more information, visit the Youth Employment Strategy Web page What's Up at **www.youth.gc.ca/YES/www/e_F2.html**

Other Career Awareness Info

Thinking about your career and your future? Visit HRDC's Career Awareness Web site at www.hrdc-drhc.gc.ca/career-carriere for clear, reliable and up-to-date information about your options.

Questions or Comments?

Your questions and your feedback on this booklet, Looking for a Job?, are important to us! Please take a minute to complete the comment form and mail or fax it back to us. **Be sure to include your return address so we can send you a complimentary Youth Employment Strategy item.**

Do you have any questions related to looking for a job? Send us your question(s) along with contact information and we'll do our best to get you the answers you need. How useful has the information in this booklet been so far in your search for a job?

- ☐ Extremely useful
- ☐ Useful
- ☐ Not very useful

Comments: _____

Suggestions for improving this booklet? _____

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